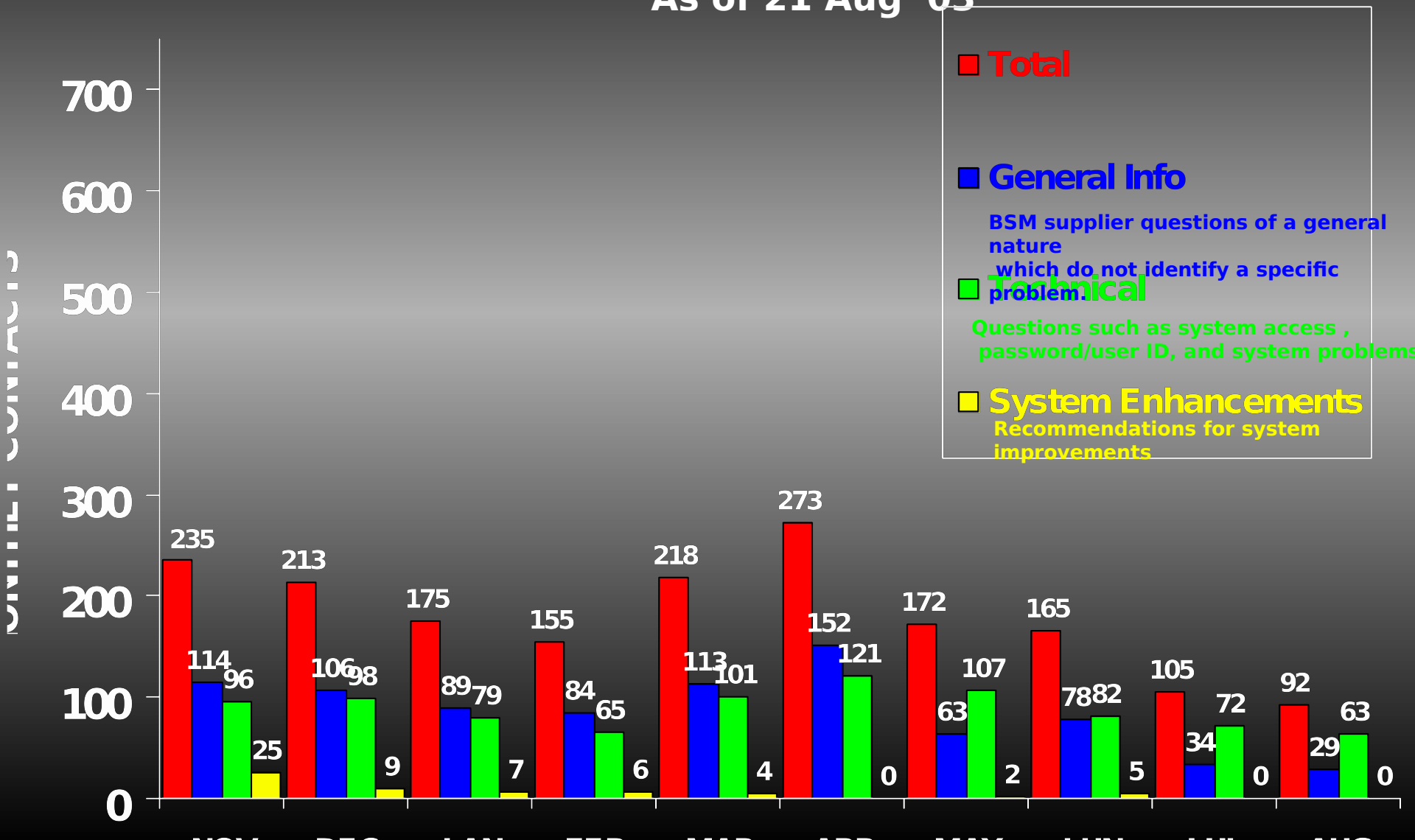
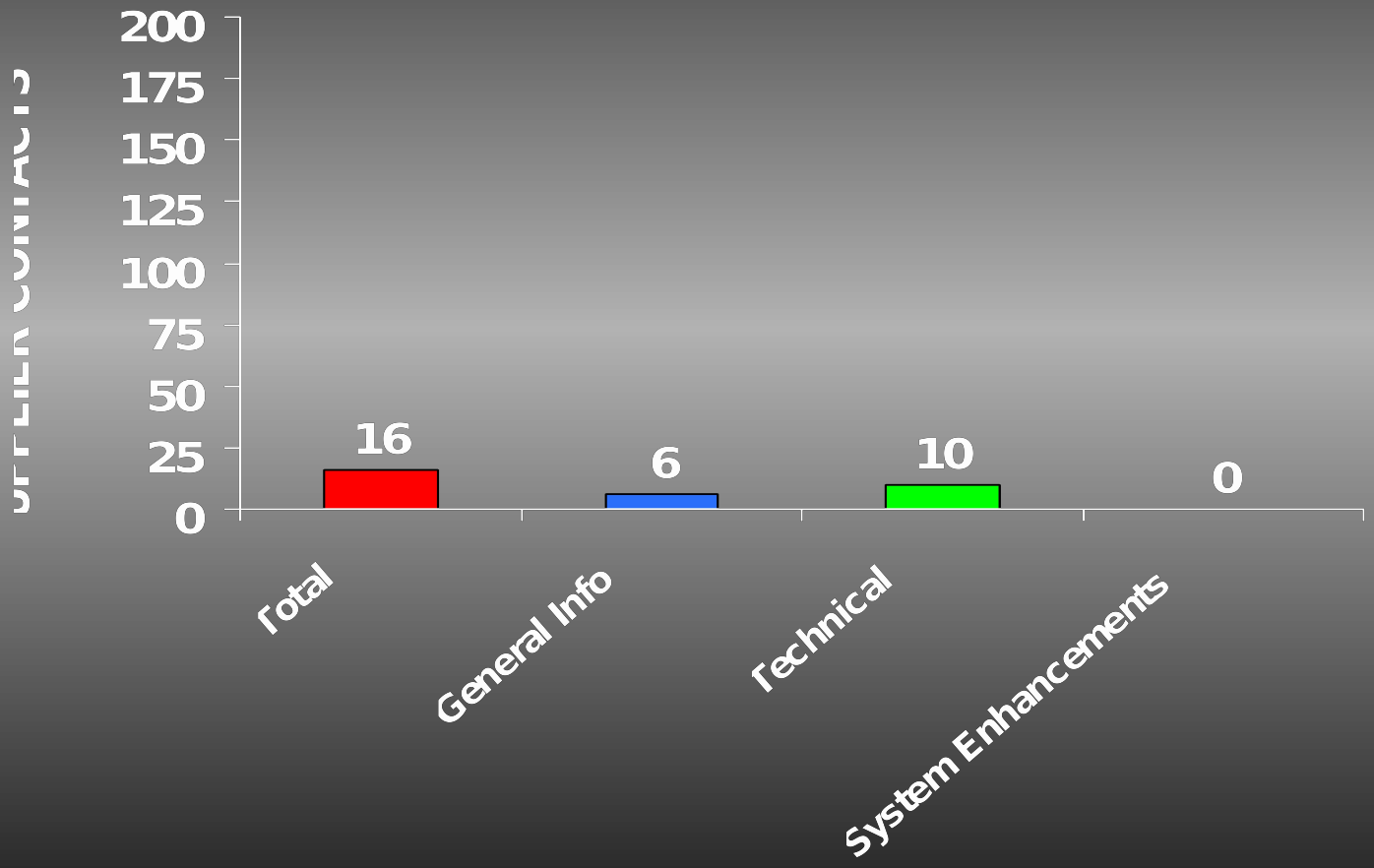
SRweb RELATED CONTACTS

As of 21 Aug 03



SRweb RELATED CONTACTS

WEEK OF 15 - 21 Aug 03



Total

General Info

BSM supplier questions of a general nature which do not identify a specific problem.

Technical

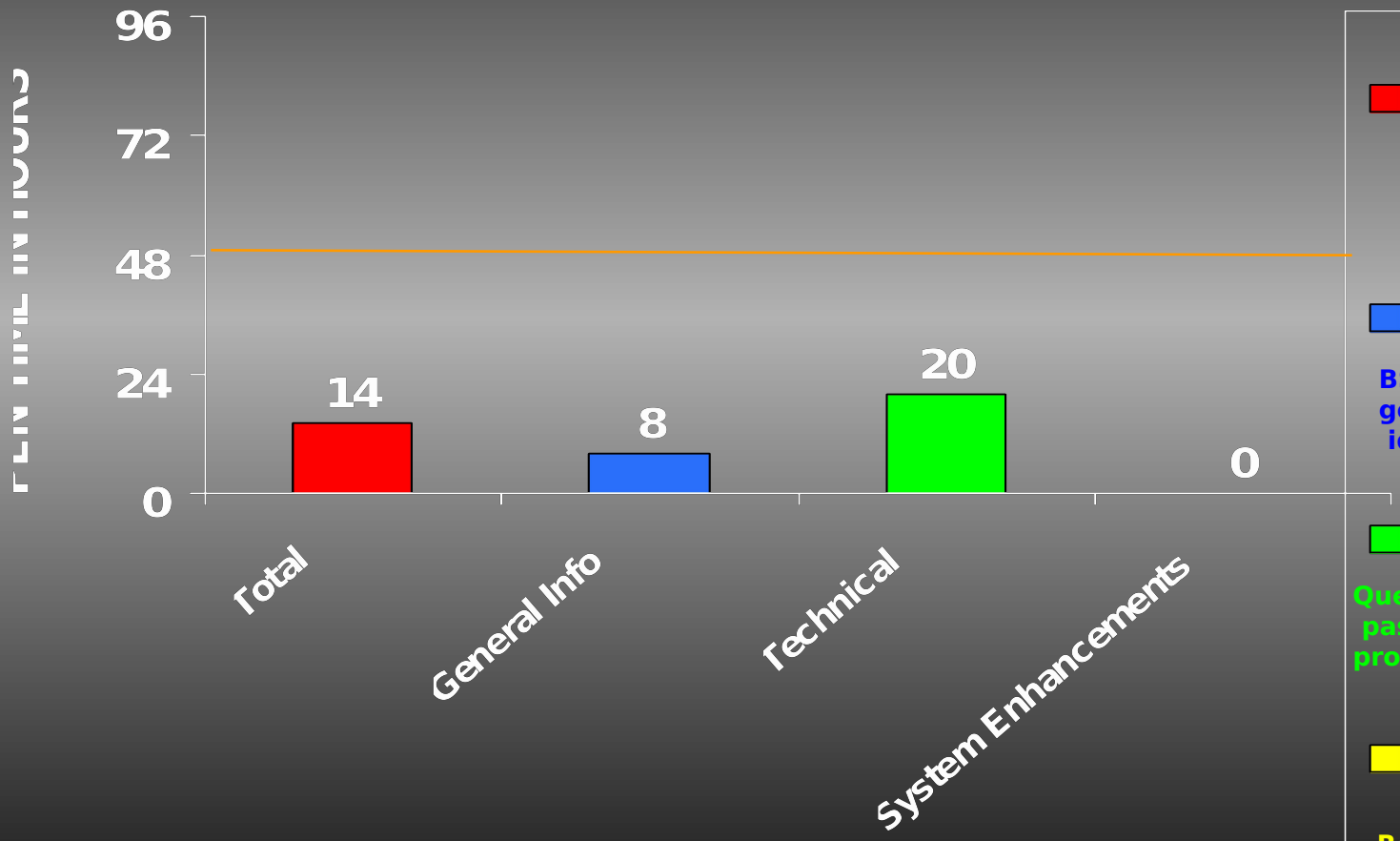
Questions such as system acce password/user ID, and system problems

System Enhancements

Recommendations for system improvements

SRweb ISSUES

Average Resolution Time
15 - 21 Aug 03



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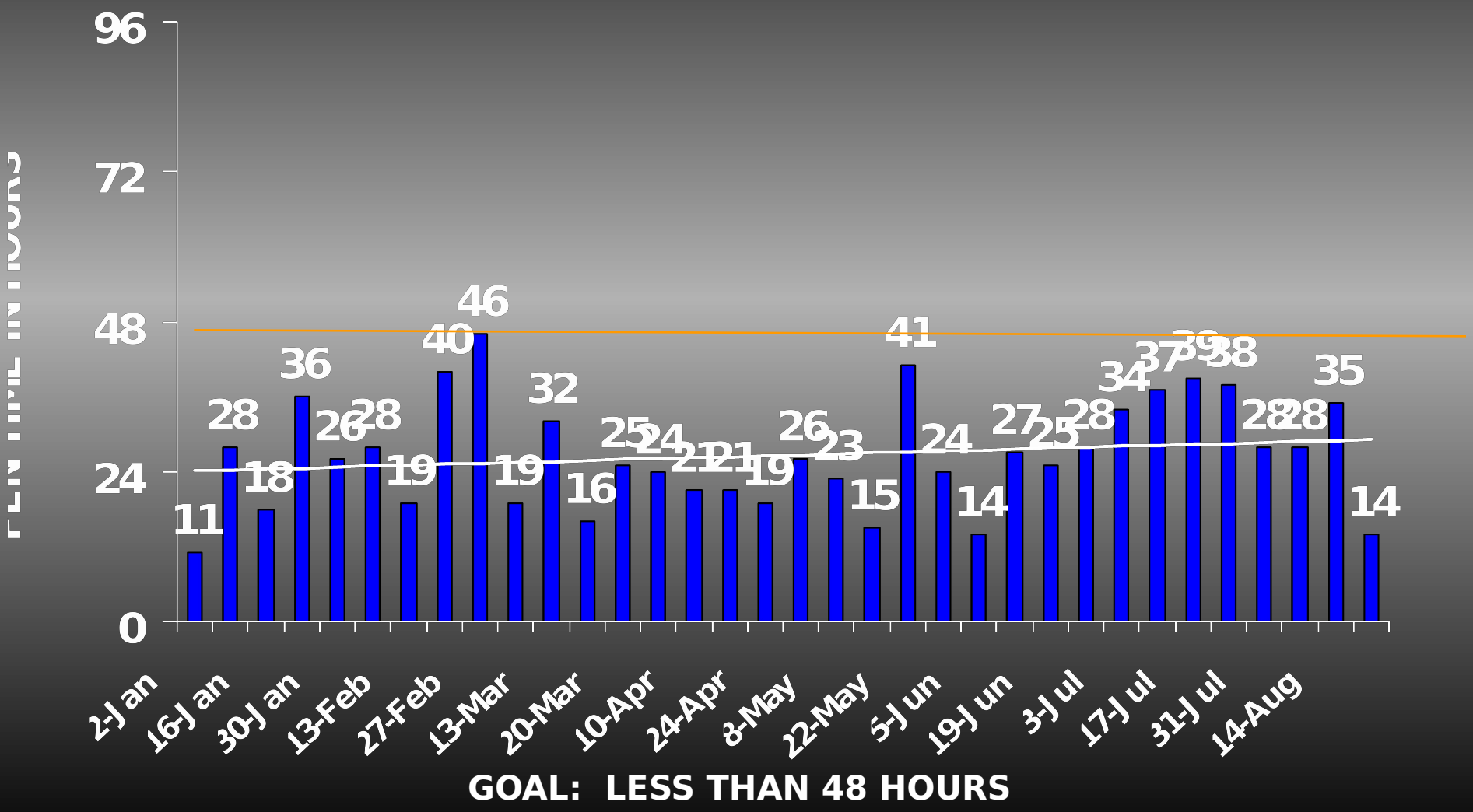
GOAL: LESS THAN 48 HOURS

SRweb ISSUES

Average Resolution Time (Trend)



GOAL: LESS THAN 48 HOURS

AGED SRweb REMEDY ISSUES

TECHNICAL ISSUES NOT RESOLVED WITHIN 48 HOUR SUSPENSE
AS OF 21 Aug 03